MUNTINLUPA CITY, PHILIPPINES
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VON EDWARD FRESA MAGALL

PROFESSIONAL SUMMARY

Customer service expert with strong communication skills. Created tools to improve team
efficiency and support customer satisfaction through clear, proactive solutions.

KEY CONTRIBUTIONS TO OUR TEAM

- **Developed a Note tool** to streamline case notation, improving documentation efficiency and consistency across the team.
- **Launched a Daily Hub** to consolidate and present important daily updates and case highlights, improving team alignment and situational awareness.
- **Created a Task Tracker** to monitor individual agent task completion, like CBT, Survey, and Compliance

CORE COMPETENCIES

1. **Communication**
   Created a **Daily Hub** to share important updates and case information with the team, improving daily communication and alignment.
2. **Customer Focus**
   Built a **note tool** to help the team work faster and more accurately, allowing us to provide better and quicker service to customers.
3. **Influence**
   Introduced tools that improved how the team worked, leading others to adopt the changes and use them daily without being required to.
4. **Job-Specific Skills**
   Used Google Sheets and AppScript tool for basic automation to develop custom solutions (note tool, hub, tracker), showing strong technical skills related to my role.
5. **Judgement**
   Identified problems in our workflow and made the right tools to solve them—without waiting for instructions—helping improve team performance.
6. **Lives the Values**
   Took initiative to support the team’s success by creating tools that made work easier and more transparent, showing dedication and ownership.
7. **Problem Solving and Results Focus**
   Solved common issues like slow case noting and unclear task tracking by creating tools that saved time and increased team efficiency.

8. **Teamwork**
   Helped the team work better together by building tools that kept everyone informed, organized, and aware of their daily tasks..

WORK EXPERIENCE

CAPITALONE PHILIPPINES SUPPORT SERVICE CORP. August 2015 to Present

Senior Operations Representative

- To take inbound calls and make outbound calls to handle account-related concerns and recommend optimal solutions within the desired levels of customer service delivery
- Account Servicing. Listens attentively to customers to address issues/questions responsibly; Updates account information, as requested by the customer; transfers the customer to the appropriate department as needed
- Functional Knowledge. Displays expertise in product and service knowledge; Understands and adheres to company policies and procedures.

Muntinlupa City

EXPORT GLOBAL SOLUTIONS April 2014 to April 2015

Listener Care Representative

- Interacts with the company's customers to provide them with information to address inquiries regarding products and services

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GOLDRICHS INCORPORATED January 2010 to March 2014

Customer Service Officer

- Providing customer support on exciting online games

Makati City

EDUCATION

TERTIARY 2003 to 2005
University of Perpetual Help Dalta System
Undergraduate BS NURSING
Laspiñas city

SECONDARY 1998 to 2003
Mary Cause of our Joy Catholic School
Muntinlupa City

PRIMARY 1992 to 1998
Mary Cause of our Joy Catholic School
Muntinlupa City

SEMINARS / TRAINING ATTENDED

Accelerating Business Decisions February 8, 2019
Capital One Philippines Support Service Corp
Northgate Cyberzone, Filinvest Corporate City Alabang Muntinlupa City
Coaching Conversation December 19, 2018
To have an effective conversation focused on issues related to the individual and the team
performance: Give quick, effective, and time-tested approaches to building coaching skills
Capital One Philippines Support Service Corp
Northgate Cyberzone, Filinvest Corporate City Alabang Muntinlupa City
Personal Effectiveness Program 1 June 11, 2005
Legacy For Life Inc.
Ortigas Centre Pasig City.
Leadership Training December 2004
Legacy For Life Inc.
Ortigas Centre Pasig City.

REWARDS AND RECOGNITION

PRESTIGE AWARDEE
Q3 2024
NVO SOARING EAGLES
COPSSC Quarter 4 2022
NVO LOC (League of Champions)
COPSSC Quarter 1 2021
COPSSC Quarter 1 2022
ROAR (Recognizing outstanding associate results)
COPSSC Quarter 3 2018
COPSSC Quarter 3 2016
COPSSC Quarter 2 2016
Core Top Associate
COPSSC Quarter 2 2018